

Visual Solutions, Inc.

Robocall Mitigation Plan

Visual Solutions, Inc. (Company) is a reseller of Skyswitch/Coredial and does not have the capability to directly implement STIR/SHAKEN. Skyswitch/Coredial has implemented STIR/SHAKEN protocols in their VoIP Network. Visual Solutions, Inc. has not been prohibited from filing a certification in the Robocall Mitigation Database.

Company's primary business is as a Computer Value Added Reseller, but a very limited number of customers purchases VoIP service from Company as a convenience. This allows Company to manage customer's phone service and virtual PBX as part of the overall services provided.

Company has no history of enforcement actions for illegal robocalls, TCPA or TSR violations or related state law violations.

Company uses the affirmative and effective measures detailed below to prevent the origination or transit of illegal robocalls.

Know Your Customer

Company follows the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Traceback

Company will respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use the service Company resells to originate calls.

STIR/SHAKEN Extensions

Company is a reseller of voice services hosted on VoIP platforms by VoIP Innovations and does not have the capability to implement STIR/SHAKEN. SkySwitch/Coredial has implemented STIR/SHAKEN protocols in their IP Voice networks.

Robocall Mitigation Program

Company relies on internal systems provided by SkySwitch/Coredial to monitor outbound voice traffic in real time to prevent the origination of illegal robocalls.

Combining behavioral analytics, caller authentication and verification, our solution features:

- **Fraud Detection:** Detection of high volume robocalling, spoofing and spam call activity.
- **Subscriber Notification:** Caller ID Name override to warn subscribers of suspicious calls.
- **Call Blocking Support:** Accurate identification enabling you to block fraudulent phone calls as per the TRACED Act (2019)
- **Business Number Verification:** Register legitimate business numbers to prevent unintentional call blocking.
- **Caller ID Name Service:** Easy integration of Caller ID name lookup service, including robocall mitigation with override to include original caller ID even when call is determined fraudulent.
- **Do Not Call Registry:** We comply with the FTC's rules for the Do Not Call Registry.

In addition, we have implemented a Call Abuse Policy, as it pertains to the TRACED Act, and have

published the following policy to our web site, terms of use, and have notified our customers of the

policy as copied below:

"Any call originated on the SIP Oasis network is subject to inspection and investigation if the call is

suspected of being fraudulent, abusive, or illegal. Calls meeting any of these criteria will be blocked. If

these conditions are repeated, becoming excessive, the subscriber may be disconnected from SIP Oasis

network, may be subject to further investigation by the FCC for enforcement of the TRACED Act and the

subscriber may be subject to fines and penalties imposed by the FCC or the jurisdictional court."